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1 APPEARANCES:

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3 On behalf of the Plaintiff:

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11 On behalf of the Defendant:

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18 ALSO PRESENT:

19 ABIGAIL DIAZ-PEDROSA, CHIEF LEGAL OFFICER

20 TYLER TECHNOLOGIES

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1 Q Well, because the number has been
2 approximately the same, I expect that the number
3 leaving and coming is approximately identical; is
4 that correct?

5 A We had expanded so there would be a
6 fluctuation in incoming.

7 Q By "expanded," you mean that they've
8 hired more --

9 A Correct.

10 Q -- implementation consultants?

11 A Correct.

12 Q Well, how is it possible then that there
13 were approximately the same number in '16 and '19?

14 A There was approximately the same number
15 from acquisition to before acquisition. From 2016
16 to 2019, it has grown.

17 Q Okay. Can you tell me how many
18 implementation consultants were employed post
19 acquisition before it grew?

20 A I don't have an exact number, but I would
21 say three or four.

22 Q Okay. Can customers of ExecuTime -- or
23 of Tyler when they purchase the license, when they
24 license ExecuTime software, can they make that
25 purchase independent of -- without purchasing any

1 **servicing by ExecuTime employees?**

2 A Can you describe "servicing"?

3 Q **Yeah.**

4 Can they purchase the software without
5 the installation, the implementation, and the
6 support?

7 A That's not recommended.

8 Q **Okay. Has it been done?**

9 A Not to my knowledge.

10 Q **Okay. Are there different levels of**
11 **service that customers can purchase? For example,**
12 **can they purchase only the installation?**

13 A Not to my knowledge.

14 Q **So are you aware of any customers who**
15 **purchased ExecuTime who have not gotten the**
16 **installation, the implementation, and the**
17 **post-implementation support?**

18 A Not to my knowledge, no.

19 Q **So really the --**

20 MR. HERRINGTON: Let's actually go off
21 the record for a second.

22 (Off the record.)

23 MR. HERRINGTON: Back on the record.

24 BY MR. HERRINGTON:

25 Q **Do customers purchase different -- and I**